

Enterprise Incident Report November 2012

As of 12/4/2012

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Public Safety	Application Server Support Team	Dale Hicks	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Application Services	Danielle Hood	0 0	5 0	0 0	5 0
		Dustin Crump	0 0	5 0	0 0	5 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Capitol Desktop Support	Joshua Furgason	0 0	5 4	0 0	5 4
		Tom Hanson	0 0	28 27	0 0	28 27
		Assigned to Individual Total	0 0	33 31	0 0	33 31
	Capitol Hosting	Joe Benson	1 0	0 0	1 0	2 0
		Mike Tyrrell	0 0	1 0	1 0	2 0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Capitol Hosting	Mycah Mattox	2 0	1 0	0 0	3 0
		Assigned to Individual Total	3 0	2 0	2 0	7 0
	Help Desk	Brenda Treadway	0 0	3 2	0 0	3 2
		Eileen Dubach	0 0	3 3	0 0	3 3
		James Stearns	0 0	7 7	0 0	7 7
		Julie VanBeekum	0 0	6 6	0 0	6 6
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	7 6	0 0	7 6
		Assigned to Individual Total	0 0	28 24	0 0	28 24
	Metro A Help Desk	Ed Conrad	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro B Help Desk	Val Shepherd	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1
	Metro C Desktop Support	Benjamin Moore	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Metro C Desktop Support	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Bill Hall	0	95	0	95
			0	59	0	59
		Cindy Romrell	0	174	0	174
			0	172	0	172
		Assigned to Individual Total	0	269	0	269
			0	231	0	231
	Metro C West Desktop Support	Brian Bobo	0	3	0	3
			0	2	0	2
		Jared B Jensen	0	3	0	3
			0	2	0	2
		Torrens Arnold	0	44	0	44
			0	42	0	42
		Tyson Wall	0	9	0	9
			0	8	0	8
		Assigned to Individual Total	0	59	0	59
			0	54	0	54
	Network Operations	Brant Davis	0	1	0	1
			0	0	0	0
		Brian Chatwin	0	1	0	1
			0	1	0	1
		Dave Bodily	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	1	0	1
	Rural Central Desktop Support	Gerald Adams	0	22	0	22
			0	15	0	15

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0	1	0	1
			0	1	0	1
		Jeremy Standifird	0	1	0	1
			0	0	0	0
		Jessica Purcell	0	1	0	1
			0	1	0	1
		Todd Hardy	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	26	0	26
			0	18	0	18
	Rural South Desktop Support	Doug Chaston	0	1	0	1
			0	0	0	0
		Doug Thornton	0	1	0	1
			0	0	0	0
		Joel Finlinson	0	2	0	2
			0	2	0	2
		Lance Nay	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	5	0	5
			0	3	0	3
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Kacie Neutz	0	1	0	1
			0	1	0	1
		Luis Larios	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	1	0	1

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Technical Lead/Project Manager	Danielle Hood	0 0	1 0	0 0	1 0
		Mark Lowe	0 0	1 0	0 0	1 0
		Mart Gardner	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	7 6	2 2	9 8
		Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 6	2 2	15 8
	Voice Operations	James Gifford	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	8 2	0 0	8 2
		Assigned to Individual Total	0 0	10 2	0 0	10 2
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 0	464 372	6 3	474 375
Customer Company Total			4 0	464 372	6 3	474 375

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Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Public Safety	Application Server Support Team	Dale Hicks	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Application Services	Danielle Hood	0 0	5 1	0 0	5 1
		Dustin Crump	0 0	5 3	0 0	5 3
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	11 5	0 0	11 5
	Capitol Desktop Support	Joshua Furgason	0 0	5 0	0 0	5 0
		Tom Hanson	0 0	28 3	0 0	28 3
		Assigned to Individual Total	0 0	33 3	0 0	33 3
	Capitol Hosting	Joe Benson	1 0	0 0	1 0	2 0
		Mike Tyrrell	0 0	1 0	1 1	2 1

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Capitol Hosting	Mycah Mattox	2 0	1 0	0 0	3 0
		Assigned to Individual Total	3 0	2 0	2 1	7 1
	Help Desk	Brenda Treadway	0 0	3 1	0 0	3 1
		Eileen Dubach	0 0	3 1	0 0	3 1
		James Stearns	0 0	7 0	0 0	7 0
		Julie VanBeekum	0 0	6 1	0 0	6 1
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	28 3	0 0	28 3
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Help Desk	Val Shepherd	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro C Desktop Support	Benjamin Moore	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Metro C Desktop Support	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Bill Hall	0	95	0	95
			0	4	0	4
		Cindy Romrell	0	174	0	174
			0	0	0	0
		Assigned to Individual Total	0	269	0	269
			0	4	0	4
	Metro C West Desktop Support	Brian Bobo	0	3	0	3
			0	0	0	0
		Jared B Jensen	0	3	0	3
			0	0	0	0
		Torrens Arnold	0	44	0	44
			0	0	0	0
		Tyson Wall	0	9	0	9
			0	0	0	0
		Assigned to Individual Total	0	59	0	59
			0	0	0	0
	Network Operations	Brant Davis	0	1	0	1
			0	0	0	0
		Brian Chatwin	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Dave Bodily	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0
		Gerald Adams	0	22	0	22
			0	0	0	0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	26 0	0 0	26 0
	Rural South Desktop Support	Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	2 0	0 0	2 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Kacie Neutz	0 0	1 0	0 0	1 0
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Technical Lead/Project Manager	Danielle Hood	0 0	1 1	0 0	1 1
		Mark Lowe	0 0	1 1	0 0	1 1
		Mart Gardner	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	7 0	2 1	9 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 3	2 1	15 4
	Voice Operations	James Gifford	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 0	464 19	6 2	474 21
Customer Company Total			4 0	464 19	6 2	474 21

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Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Public Safety	Application Server Support Team	Dale Hicks	1 0.09	0 0.00	0 0.00	1 0.09
		Assigned to Individual Total	1 0.09	0 0.00	0 0.00	1 0.09
	Application Services	Danielle Hood	0 0.00	5 3.66	0 0.00	5 3.66
		Dustin Crump	0 0.00	5 6.45	0 0.00	5 6.45
		Tony Larsen	0 0.00	1 1.29	0 0.00	1 1.29
		Assigned to Individual Total	0 0.00	11 4.71	0 0.00	11 4.71
	Capitol Desktop Support	Joshua Furgason	0 0.00	5 0.33	0 0.00	5 0.33
		Tom Hanson	0 0.00	28 0.23	0 0.00	28 0.23
		Assigned to Individual Total	0 0.00	33 0.24	0 0.00	33 0.24
	Capitol Hosting	Joe Benson	1 0.29	0 0.00	1 0.00	2 0.15
		Mike Tyrrell	0 0.00	1 0.47	1 2.50	2 1.48

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Capitol Hosting	Mycah Mattox	2 0.04	1 0.13	0 0.00	3 0.07
		Assigned to Individual Total	3 0.12	2 0.30	2 1.25	7 0.49
	Help Desk	Brenda Treadway	0 0.00	3 0.94	0 0.00	3 0.94
		Eileen Dubach	0 0.00	3 0.99	0 0.00	3 0.99
		James Stearns	0 0.00	7 0.00	0 0.00	7 0.00
		Julie VanBeekum	0 0.00	6 0.29	0 0.00	6 0.29
		Sarah Johnson	0 0.00	2 0.05	0 0.00	2 0.05
		Vicky Marrelli	0 0.00	7 0.12	0 0.00	7 0.12
		Assigned to Individual Total	0 0.00	28 0.30	0 0.00	28 0.30
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Help Desk	Val Shepherd	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Metro C Desktop Support	Benjamin Moore	0 0.00	1 0.13	0 0.00	1 0.13

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Metro C Desktop Support	Assigned to Individual Total	0	1	0	1
			0.00	0.13	0.00	0.13
	Metro C Help Desk	Bill Hall	0	95	0	95
			0.00	0.16	0.00	0.16
		Cindy Romrell	0	174	0	174
			0.00	0.00	0.00	0.00
		Assigned to Individual Total	0	269	0	269
			0.00	0.06	0.00	0.06
	Metro C West Desktop Support	Brian Bobo	0	3	0	3
			0.00	0.00	0.00	0.00
		Jared B Jensen	0	3	0	3
			0.00	0.06	0.00	0.06
		Torrens Arnold	0	44	0	44
			0.00	0.00	0.00	0.00
	Network Operations	Tyson Wall	0	9	0	9
			0.00	0.04	0.00	0.04
		Assigned to Individual Total	0	59	0	59
			0.00	0.01	0.00	0.01
		Brant Davis	0	1	0	1
			0.00	0.13	0.00	0.13
	Rural Central Desktop Support	Brian Chatwin	0	1	0	1
			0.00	0.00	0.00	0.00
		Dave Bodily	0	0	1	1
			0.00	0.00	0.03	0.03
		Assigned to Individual Total	0	2	1	3
			0.00	0.06	0.03	0.05
		Gerald Adams	0	22	0	22
			0.00	0.00	0.00	0.00

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00
		Jessica Purcell	0 0.00	1 0.00	0 0.00	1 0.00
		Todd Hardy	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	26 0.00	0 0.00	26 0.00
	Rural South Desktop Support	Doug Chaston	0 0.00	1 0.10	0 0.00	1 0.10
		Doug Thornton	0 0.00	1 0.26	0 0.00	1 0.26
		Joel Finlinson	0 0.00	2 0.00	0 0.00	2 0.00
		Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.07	0 0.00	5 0.07
	Strategic Communications	Dennis Rogers	0 0.00	1 1.36	0 0.00	1 1.36
		Kacie Neutz	0 0.00	1 0.40	0 0.00	1 0.40
		Luis Larios	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	3 0.70	0 0.00	3 0.70

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			High	Low	Medium	ATTIR Total
Public Safety	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 9.00	0 0.00	1 9.00
		Mark Lowe	0 0.00	1 1.96	0 0.00	1 1.96
		Mart Gardner	0 0.00	3 2.59	0 0.00	3 2.59
		Martin Gonzalez	0 0.00	7 0.02	2 3.99	9 0.90
		Paul Lundell	0 0.00	1 0.05	0 0.00	1 0.05
		Assigned to Individual Total	0 0.00	13 1.46	2 3.99	15 1.80
	Voice Operations	James Gifford	0 0.00	1 0.16	0 0.00	1 0.16
		Kelly Johnson	0 0.00	1 0.20	0 0.00	1 0.20
		Romanza Hamblin Sorensen	0 0.00	8 0.16	0 0.00	8 0.16
		Assigned to Individual Total	0 0.00	10 0.17	0 0.00	10 0.17
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Assigned Group Total			4 0.11	464 0.23	6 1.75
Customer Company Total			4 0.11	464 0.23	6 1.75	474 0.25

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Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Public Safety	Application Server Support Team	Dale Hicks	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Application Services	Danielle Hood	0 0	5 2	0 0	5 2
		Dustin Crump	0 0	5 3	0 0	5 3
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	11 6	0 0	11 6
	Capitol Desktop Support	Joshua Furgason	0 0	5 1	0 0	5 1
		Tom Hanson	0 0	28 0	0 0	28 0
		Assigned to Individual Total	0 0	33 1	0 0	33 1
	Capitol Hosting	Joe Benson	1 0	0 0	1 0	2 0
		Mike Tyrrell	0 0	1 0	1 0	2 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Capitol Hosting	Mycah Mattox	2 0	1 0	0 0	3 0
		Assigned to Individual Total	3 0	2 0	2 0	7 0
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	7 0	0 0	7 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	28 0	0 0	28 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Help Desk	Val Shepherd	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro C Desktop Support	Benjamin Moore	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Metro C Desktop Support	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Bill Hall	0	95	0	95
			0	2	0	2
		Cindy Romrell	0	174	0	174
			0	3	0	3
		Assigned to Individual Total	0	269	0	269
			0	5	0	5
	Metro C West Desktop Support	Brian Bobo	0	3	0	3
			0	0	0	0
		Jared B Jensen	0	3	0	3
			0	0	0	0
		Torrens Arnold	0	44	0	44
			0	1	0	1
	Network Operations	Tyson Wall	0	9	0	9
			0	0	0	0
		Assigned to Individual Total	0	59	0	59
			0	1	0	1
		Brant Davis	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Brian Chatwin	0	1	0	1
			0	0	0	0
		Dave Bodily	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0
		Gerald Adams	0	22	0	22
			0	1	0	1

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	1 1	0 0	1 1
		Jessica Purcell	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	26 2	0 0	26 2
	Rural South Desktop Support	Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	2 0	0 0	2 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Kacie Neutz	0 0	1 1	0 0	1 1
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Technical Lead/Project Manager	Danielle Hood	0 0	1 1	0 0	1 1
		Mark Lowe	0 0	1 1	0 0	1 1
		Mart Gardner	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	7 1	2 1	9 2
		Paul Lundell	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	13 5	2 1	15 6
	Voice Operations	James Gifford	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 0	464 21	6 1	474 22
Customer Company Total			4 0	464 21	6 1	474 22

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Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Public Safety	Application Server Support Team	Dale Hicks	1 0.48	0 0.00	0 0.00	1 0.48
		Assigned to Individual Total	1 0.48	0 0.00	0 0.00	1 0.48
	Application Services	Danielle Hood	0 0.00	5 5.84	0 0.00	5 5.84
		Dustin Crump	0 0.00	5 6.76	0 0.00	5 6.76
		Tony Larsen	0 0.00	1 29.46	0 0.00	1 29.46
		Assigned to Individual Total	0 0.00	11 8.40	0 0.00	11 8.40
	Capitol Desktop Support	Joshua Furgason	0 0.00	5 3.45	0 0.00	5 3.45
		Tom Hanson	0 0.00	28 1.55	0 0.00	28 1.55
		Assigned to Individual Total	0 0.00	33 1.84	0 0.00	33 1.84
	Capitol Hosting	Joe Benson	1 0.53	0 0.00	1 0.00	2 0.27
		Mike Tyrrell	0 0.00	1 1.47	1 2.50	2 1.98

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Capitol Hosting	Mycah Mattox	2 0.37	1 0.13	0 0.00	3 0.25
		Assigned to Individual Total	3 0.45	2 0.80	2 1.25	7 0.83
	Help Desk	Brenda Treadway	0 0.00	3 0.94	0 0.00	3 0.94
		Eileen Dubach	0 0.00	3 0.99	0 0.00	3 0.99
		James Stearns	0 0.00	7 0.00	0 0.00	7 0.00
		Julie VanBeekum	0 0.00	5 1.22	0 0.00	5 1.22
		Sarah Johnson	0 0.00	2 1.32	0 0.00	2 1.32
		Vicky Marrelli	0 0.00	7 0.59	0 0.00	7 0.59
		Assigned to Individual Total	0 0.00	27 0.71	0 0.00	27 0.71
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.55	0 0.00	1 0.55
		Assigned to Individual Total	0 0.00	1 0.55	0 0.00	1 0.55
	Metro B Help Desk	Val Shepherd	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Metro C Desktop Support	Benjamin Moore	0 0.00	1 0.16	0 0.00	1 0.16

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Metro C Desktop Support	Assigned to Individual Total	0	1	0	1
			0.00	0.16	0.00	0.16
	Metro C Help Desk	Bill Hall	0	95	0	95
			0.00	0.77	0.00	0.77
		Cindy Romrell	0	174	0	174
			0.00	0.71	0.00	0.71
		Assigned to Individual Total	0	269	0	269
			0.00	0.73	0.00	0.73
	Metro C West Desktop Support	Brian Bobo	0	3	0	3
			0.00	0.43	0.00	0.43
		Jared B Jensen	0	3	0	3
			0.00	0.10	0.00	0.10
		Torrens Arnold	0	44	0	44
			0.00	0.21	0.00	0.21
	Network Operations	Tyson Wall	0	9	0	9
			0.00	0.63	0.00	0.63
		Assigned to Individual Total	0	59	0	59
			0.00	0.28	0.00	0.28
	Rural Central Desktop Support	Brant Davis	0	1	0	1
			0.00	0.13	0.00	0.13
		Brian Chatwin	0	1	0	1
			0.00	0.00	0.00	0.00
	Network Operations	Dave Bodily	0	0	1	1
			0.00	0.00	2.65	2.65
		Assigned to Individual Total	0	2	1	3
			0.00	0.06	2.65	0.93
	Rural Central Desktop Support	Gerald Adams	0	22	0	22
			0.00	2.24	0.00	2.24

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	1 7.16	0 0.00	1 7.16
		Jessica Purcell	0 0.00	1 0.00	0 0.00	1 0.00
		Todd Hardy	0 0.00	1 3.41	0 0.00	1 3.41
		Assigned to Individual Total	0 0.00	26 2.30	0 0.00	26 2.30
	Rural South Desktop Support	Doug Chaston	0 0.00	1 0.10	0 0.00	1 0.10
		Doug Thornton	0 0.00	1 0.26	0 0.00	1 0.26
		Joel Finlinson	0 0.00	2 0.00	0 0.00	2 0.00
		Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.07	0 0.00	5 0.07
	Strategic Communications	Dennis Rogers	0 0.00	1 1.36	0 0.00	1 1.36
		Kacie Neutz	0 0.00	1 23.76	0 0.00	1 23.76
		Luis Larios	0 0.00	1 4.68	0 0.00	1 4.68
		Assigned to Individual Total	0 0.00	3 9.93	0 0.00	3 9.93

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 9.00	0 0.00	1 9.00
		Mark Lowe	0 0.00	1 10.96	0 0.00	1 10.96
		Mart Gardner	0 0.00	3 3.46	0 0.00	3 3.46
		Martin Gonzalez	0 0.00	7 3.41	2 5.78	9 3.94
		Paul Lundell	0 0.00	1 7.66	0 0.00	1 7.66
		Assigned to Individual Total	0 0.00	13 4.76	2 5.78	15 4.90
	Voice Operations	James Gifford	0 0.00	1 0.46	0 0.00	1 0.46
		Kelly Johnson	0 0.00	1 1.05	0 0.00	1 1.05
		Romanza Hamblin Sorensen	0 0.00	8 0.49	0 0.00	8 0.49
		Assigned to Individual Total	0 0.00	10 0.54	0 0.00	10 0.54
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.32	0 0.00	1 0.32
		Assigned to Individual Total	0 0.00	1 0.32	0 0.00	1 0.32
	Assigned Group Total			4 0.46	463 1.18	6 2.79
Customer Company Total			4 0.46	463 1.18	6 2.79	473 1.19

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Public Safety

Detail

INC000000592613	Yauncy Ancira	Application	None	Novell GroupWise	TIR Missed: Yes	1.29
	Application Services	Tony Larsen	Public Safety	Low Closed	TTR Missed: Yes	29.46
INC000000593434	Jimmy Higgs	Application	None	None	TIR Missed: No	0.23
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.23
INC000000601273	Steve Shaffer	Telecom	Voice Mail	Telephone	TIR Missed: No	0.16
	Voice Operations	James Gifford	Public Safety	Low Closed	TTR Missed: No	0.46
INC000000601335	Grant Hintze	Application	Reporting	None	TIR Missed: No	0.26
	Rural South Desktop Support	Doug Thornton	Public Safety	Low Closed	TTR Missed: No	0.26
INC000000601509	Joe Kros	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.39
INC000000601518	Jason Robb	PC/Laptop	Performance	Persystent Suite	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.23
INC000000601531	Martin Wilson	Application	Error	None	TIR Missed: No	0.05
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	5.74
INC000000601562	Carol Bagshaw	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000601583	Robyn Lalumia	Application	Reporting	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.02
INC000000601656	Shanna Michelsen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000601660	Amber Legg	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.29
INC000000601708	Bonnie Stewart	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000601741	Joyce Dransfield	Application	Reporting	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.55
INC000000601759	Janine Zumwalt	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000601771	Natalie Berry	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.67
INC000000601795	Mark R Shepherd	Application	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000601810	Nick Bowles	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.78
INC000000601820	Ronda Nottoli	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000601822	Barbara Butterworth	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000601925	Lucy Petersen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.08
INC000000601930	Natalie Berry	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Public Safety	Low	Closed	TTR Missed: No	0.55
INC000000601960	Jeanette Lopez	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.21
INC000000601968	Lauralee Blue	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000601972	Kimberly Giles	PC/Laptop	Hardware	None		TIR Missed: Yes	1.35
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.56
INC000000602053	Don Cobb	Application	Error	Internet Explorer		TIR Missed: No	0.05
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.11
INC000000602084	Leona Cover	Telecom	Hardware	None		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602123	April Gibson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602155	Doug Rawlinson	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602254	Jennifer Stefanoff	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602263	Pam Olsen	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602326	Ralph Earl	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602343	Toynet Sharp	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.27
INC000000602344	Taylor Coons	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000602399	Randall Akers	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602401	Scott Pruden	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602429	Zachary Randall	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602441	Shelly Peterson	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.49
INC000000602466	Anna Boynton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.70
INC000000602552	Bryce Ivie	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602587	Joshua Carr	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602604	Jed C Davis	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602610	Neil Green	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602630	Tracy Cartwright	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602652	Jared Clanton	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602703	Bonnie Bennett	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602725	Brandon JONES	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602735	Janet Miller	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.86
INC000000602776	Kristina Johnson	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602778	Todd Holbrook	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000602806	Whitney Mower	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000602812	Jessica Giatras Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602838	Jacqueline Lairson Metro C Help Desk	Application Bill Hall	Error Public Safety	Novell GroupWise 32-bit Window Low	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000602845	Rey Thompson Technical Lead/Project Manager	Application Martin Gonzalez	Error Public Safety	Novell GroupWise Medium	TIR Missed: No TTR Missed: No	0.16 3.75
INC000000602847	Ryan Longman Help Desk	PC/Laptop Eileen Dubach	Performance Public Safety	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602877	Karlene Butler Metro C Help Desk	Application Cindy Romrell	None Public Safety	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602912	Holly Callahan Metro C Help Desk	Application Bill Hall	Password Public Safety	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000602940	Janet Miller Rural Central Desktop Support	PC/Laptop Gerald Adams	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 4.91
INC000000602952	Christopher Bishop Rural Central Desktop Support	PC/Laptop Gerald Adams	Hardware Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 4.84
INC000000602965	Alice Moffat Voice Operations	Telecom Kelly Johnson	Call/Receive Public Safety	Telephone Low	TIR Missed: No TTR Missed: No	0.20 1.05
INC000000602966	Linda Reschke Metro C Help Desk	Application Cindy Romrell	Password Public Safety	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602976	Della Miller Metro C Help Desk	PC/Laptop Bill Hall	Performance Public Safety	Persysent Suite Low	TIR Missed: No TTR Missed: No	0.00 0.56
INC000000603001	Matt Morgan Help Desk	Application Brenda Treadway	Password Public Safety	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.37 0.37
INC000000603009	Nannette Rolfe Metro C West Desktop Support	None Tyson Wall	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000603024	David Brooks Metro C West Desktop Support	PC/Laptop Torrens Arnold	Hardware Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000603101	Melanie Monroe Strategic Communications	EIS Hardware Luis Larios	Printer Public Safety	None Low	TIR Missed: No TTR Missed: No	0.33 4.68
INC000000603199	Troy Mills Metro C Help Desk	Application Bill Hall	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.54
INC000000603223	Kathy Facer Metro C Help Desk	Application Bill Hall	Reporting Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.06

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INC000000603238	Neil Green	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603244	Lucy Petersen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603285	Howard Madsen	Application	Password	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.23
INC000000603373	Glen Porter	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603470	Alice Moffat	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603489	Christopher Bishop	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.96
INC000000603497	Michelle Hunt	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603529	Carol Bagshaw	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603536	Sherri Thorsen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603594	Anna Boynton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Public Safety	Low	Closed	TTR Missed: No	5.38
INC000000603624	Michelle Hunt	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603635	Ted Woolley	PC/Laptop	Hardware	None		TIR Missed: No	0.60
	Capitol Desktop Support	Joshua Furgason	Public Safety	Low	Closed	TTR Missed: No	2.93
INC000000603715	Adam McDonald	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603838	Shaun Farnsworth	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603882	Jackie Barber	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603938	Stephen Bevan	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000603951	Pat Bersie	Application	Error	Internet Explorer		TIR Missed: No	0.25
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.85

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INC000000603957	Toni Brown	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604099	Kathy Quarnberg	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604117	Joe W Thomas	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604160	Bill Visarraga	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604170	Justin Garner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604183	Denice Smith	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604187	Kendra Remington	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604262	Susan Thomas	Mobile Devices	Error	Ipads	TIR Missed: No	0.06
	Application Services	Dustin Crump	Public Safety	Low Closed	TTR Missed: No	1.13
INC000000604276	Tiphane Clark	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.09
INC000000604287	Della Estrada	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604314	Mindy Harbrecht	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.12
INC000000604337	Charles Allen	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604352	Nadine Taylor	Telecom	Voice Mail	Telephone	TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low Closed	TTR Missed: No	0.46
INC000000604382	Charles Allen	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.10
INC000000604386	Elisa Farmer	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604413	Leo Caviedes	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000604466	Tiphane Clark	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000604756	Michelle Hunt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000604844	Katharine Ramirez	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000604849	Michelle Hunt	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Public Safety	Low	Closed	TTR Missed: Yes	7.16
INC000000604889	Kathy Facer	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000604932	Tisha Madsen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000604949	Tiphane Clark	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000604951	Whitney Mower	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000604955	Peggy Bowden	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000604972	Marc Atkinson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000604991	Jill Laws	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000605021	Claire Hermanson	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.41
INC000000605041	Kristina Johnson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605047	Alicia Gleave	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605101	Leroy Crawford	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605109	Sheryl Allums	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.07
INC000000605167	Todd Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605219	Sandra Pratt	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.44

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INC000000605225	Maurine Penrod	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605240	Jeri John	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.21
INC000000605258	Hanna Bennett	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605286	Jill Reed	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605289	Mindy Hess	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605329	Kin Wong	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605352	Iris Rich	Application	None	Microsoft Excel		TIR Missed: No	0.56
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.52
INC000000605495	Janine Zumwalt	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605504	Janine Zumwalt	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605505	Michael Miller	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605510	Stephen Bevan	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605518	Carolyn J Clark	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605535	Melanie Monroe	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.94
INC000000605593	Margaret Pierson	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.07
INC000000605599	Nathan Alldredge	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.97
INC000000605726	Steve Higley	Application	None	Novell GroupWise		TIR Missed: Yes	1.58
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.58
INC000000605767	Laonna Davis	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000605769	Nora Ostler	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605828	Della Estrada	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605845	Stephen Bevan	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605891	Bryce Rowser	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000605898	Ralph Earl	None	None	None		TIR Missed: No	0.13
	Metro C Desktop Support	Benjamin Moore	Public Safety	Low	Closed	TTR Missed: No	0.16
INC000000605937	Jeanette Lopez	None	None	None		TIR Missed: No	0.09
	Application Server Support Team	Dale Hicks	Public Safety	High	Closed	TTR Missed: No	0.48
INC000000606073	Mechelle Miller	PC/Laptop	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	2.23
INC000000606091	Bryce Rowser	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Sarah Johnson	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000606114	Brett Christensen	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000606130	Kurt Candalot	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000606140	Joshua Carr	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: Yes	18.97
INC000000606202	Ben Cox	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: Yes	7.04
INC000000606221	Geri Tew	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000606222	Bonnie Kunz	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000606223	Jay Watkins	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000606256	Brett Gehring	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000606257	David Brinkerhoff	Application	Error	Gmail		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: Yes	9.03

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INC000000606333	Taylor Coons	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606395	Taylor Coons	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606413	Jim Matthies	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606434	Jerrilynn Applegate	None	None	None	TIR Missed: Yes	7.71
	Technical Lead/Project Manager	Mart Gardner	Public Safety	Low Closed	TTR Missed: Yes	9.63
INC000000606494	Nancy May	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.94
INC000000606498	Marc Atkinson	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606512	Helen Knipe	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606521	Denice Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606645	Leila Billingsley	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606650	Judy Gallegos	Application	Password	Utah Master Directory	TIR Missed: Yes	2.44
	Help Desk	Brenda Treadway	Public Safety	Low Closed	TTR Missed: No	2.44
INC000000606664	Ty price	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606668	Tiffany Ward	Application	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606695	Ty price	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606707	Kristina Johnson	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606768	Trina Polanowski	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000606820	Benjamin Cox	Mobile Devices	Error	BlackBerry Enterprise Server	TIR Missed: No	0.10
	Help Desk	Sarah Johnson	Public Safety	Low Closed	TTR Missed: No	2.64
INC000000606900	Bonnie Higgins	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.03

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INC000000606948	David Popelmayer	None	None	None		TIR Missed: No	0.03
	Network Operations	Dave Bodily	Public Safety	Medium	Closed	TTR Missed: No	2.65
INC000000606977	Marcie Eaton	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000607010	Adam Hansen	None	None	Gmail		TIR Missed: No	0.77
	Application Services	Dustin Crump	Public Safety	Low	Closed	TTR Missed: No	1.03
INC000000607105	Jason Chapman	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.37
INC000000607164	Preston Hurst	Application	Password	Gmail		TIR Missed: No	0.18
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	2.81
INC000000607198	Clay Allred	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000607404	Lynda Bishop	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.37
INC000000607406	Ralph Earl	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.36
INC000000607451	Sandra Pratt	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000607462	Nick Bowles	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.59
INC000000607464	Elsie Langi	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000607497	Brent Wagstaff	None	None	None		TIR Missed: No	0.31
	Capitol Desktop Support	Joshua Furgason	Public Safety	Low	Closed	TTR Missed: Yes	7.90
INC000000607547	Mykeanne Hurst	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000607622	Adam Mcdonald	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000607646	Debbie Howell	Telecom	Call/Receive	None		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.34
INC000000607689	Michelle Hunt	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000607712	Valerie Webster	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000607725	Burk McBride	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.04
INC000000607792	Jesse Valenzuela	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	0.13
INC000000607799	Don Cobb	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Resolved	TTR Missed: No	0.76
INC000000607808	Beverly Edmundson	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000607848	Brian Spillman	Application	Error	Gmail	TIR Missed: No	0.07
	Technical Lead/Project Manager	Mart Gardner	Public Safety	Low Resolved	TTR Missed: No	0.48
INC000000607882	Whitney Mower	None	None	Gmail	TIR Missed: No	0.03
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: Yes	64.27
INC000000607938	Kelly Thomas	None	None	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	2.04
INC000000607972	Jennifer McNair	Application	Error	Gmail	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000608030	Elsie Langi	None	None	None	TIR Missed: No	0.00
	Capitol Hosting	Joe Benson	Public Safety	Medium Closed	TTR Missed: No	0.00
INC000000608041	Lillian Gold	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: Yes	28.32
INC000000608046	James Martin	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: Yes	28.36
INC000000608098	Shawn Peppers	Application	Password	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.05
INC000000608109	Kurt Candalot	Mobile Devices	None	Gmail	TIR Missed: Yes	10.81
	Application Services	Dustin Crump	Public Safety	Low Closed	TTR Missed: Yes	11.01
INC000000608143	Mo Ostler	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000608156	Diane Shreeve	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000608158	Rhonda Treptow	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000608188	Jennifer McNair	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000608227	Joseph Snyder	Application	Error	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.89
INC000000608237	Juliann Kobs	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000608257	Valerie Webster	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000608290	Shawn Peppers	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000608329	Toni Brown	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.52
INC000000608333	Brenda Barney	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.51
INC000000608340	Carlynn Scott	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.50
INC000000608443	Jeff Carr	Application	None	Utah Master Directory		TIR Missed: No	0.23
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.49
INC000000608474	Sueann Crowley	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000608570	Holly Callahan	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000608579	Hoby Metz	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.32
INC000000608595	Marc Difrancesco	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.71
INC000000608598	Beverly Edmundson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.71
INC000000608602	Judy Ainsworth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.71
INC000000608619	Blaine Robbins	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000608644	Yauncy Ancira	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000608698	Tiffany Dickamore	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000608718	Steve Leatham Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608725	Claudia K Taylor Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608759	Steve Leatham Metro C Help Desk	Application Cindy Romrell	None Public Safety	Gmail Low	TIR Missed: No TTR Missed: No	0.06 0.06
INC000000608820	Kurt Candalot Application Services	None Dustin Crump	None Public Safety	Gmail Low	TIR Missed: Yes TTR Missed: Yes	13.55 13.58
INC000000608852	Jason Kelsey Rural Central Desktop Support	Network Gerald Adams	Error Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.95
INC000000608866	Joseph Snyder Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608911	Michelle Hunt Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608971	Yauncy Ancira Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609042	Chris Barber Metro C Help Desk	Network Cindy Romrell	None Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609126	Sueann Crowley Rural Central Desktop Support	None Jessica Purcell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609149	Jesse Valenzuela Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.19
INC000000609228	John Holt Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609231	Denise Spillman Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.24
INC000000609240	Shaun Farnsworth Metro C Help Desk	Application Bill Hall	Error Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000609300	Joshua Cox Metro C Help Desk	Application Cindy Romrell	Password Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609326	Misty Witkamp Capitol Hosting	Application Mycah Mattox	Error Public Safety	None High	TIR Missed: No TTR Missed: No	0.08 0.37
INC000000609329	Cameron Roden Metro C West Desktop Support	Application Torrens Arnold	Password Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000609330	Bill Bleyl	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609337	Roy Carlson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609340	Maurine Penrod	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609342	Luke Bowman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609344	Jim Colby	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609345	Blaine Robbins	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609346	Kathy Wood	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609428	Jacob Dunn	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609453	John Holt	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609499	Lynda Bishop	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609511	Shannon Deonier	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609553	Lynda Bishop	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609570	Howard Madsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000609572	Ellen Obray	None	None	None		TIR Missed: Yes	2.50
	Capitol Hosting	Mike Tyrrell	Public Safety	Medium	Closed	TTR Missed: No	2.50
INC000000609631	Lynda Bishop	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609636	Marge Dalton	Telecom	Dial Tone	Telephone		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.37
INC000000609679	Letisha Garrick	Telecom	None	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	Mark Thomas	Public Safety	Low	Resolved	TTR Missed: No	0.32

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INC000000609693	Brent Wagstaff	Application	Password	Utah Master Directory	TIR Missed: Yes	2.98
Help Desk	Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	2.98
INC000000609723	Shirley Jones	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609734	Glenn Poret	None	None	Gmail	TIR Missed: Yes	7.07
Application Services	Dustin Crump	Public Safety	Low	Closed	TTR Missed: Yes	7.07
INC000000609769	Bonnie Higgins	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000609912	Jeri John	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.33
INC000000609976	Taylor Coons	Application	Password	Postini	TIR Missed: No	0.02
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	0.15
INC000000609977	Cherie Ertel	Application	Password	Postini	TIR Missed: No	0.02
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000609981	Paige Kirby	Application	Password	Postini	TIR Missed: No	0.01
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000609989	Melinda Stephens	Application	Password	Postini	TIR Missed: No	0.02
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	0.05
INC000000609991	Robb Telford	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000609994	Carlynn Canny	Application	Password	Postini	TIR Missed: No	0.02
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000610033	Angela D Peterson	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000610071	Summer Excell	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000610143	Leona Cover	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000610161	Robb Telford	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000610217	Nick Bowles	Application	None	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.81
INC000000610233	Justin Bechaver	Application	Password	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000610234	Clay Morgan	None	None	Gmail		TIR Missed: No	0.28
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: No	0.76
INC000000610283	Bambi Baie	None	None	Gmail		TIR Missed: Yes	1.96
	Technical Lead/Project Manager	Mark Lowe	Public Safety	Low	Resolved	TTR Missed: Yes	10.96
INC000000610289	Rey Thompson	PC/Laptop	Error	None		TIR Missed: No	0.53
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	4.58
INC000000610315	Brent Wagstaff	None	None	Gmail		TIR Missed: Yes	1.34
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	2.03
INC000000610409	April Gibson	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000610411	Brent Wagstaff	None	None	Gmail		TIR Missed: No	0.14
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.21
INC000000610500	Barry Carnahan	None	None	None		TIR Missed: No	0.29
	Capitol Hosting	Joe Benson	Public Safety	High	Closed	TTR Missed: No	0.53
INC000000610523	Frank Parker	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000610525	Justin Cloward	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.35
INC000000610538	Kimberly Giles	None	None	Postini		TIR Missed: Yes	9.00
	Technical Lead/Project Manager	Danielle Hood	Public Safety	Low	Resolved	TTR Missed: Yes	9.00
INC000000610573	Barry Carnahan	Application	Reporting	None		TIR Missed: No	0.47
	Capitol Hosting	Mike Tyrrell	Public Safety	Low	Closed	TTR Missed: No	1.47
INC000000610584	David Pearson	None	None	Gmail		TIR Missed: No	0.09
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.53
INC000000610686	Letisha Garrick	None	None	Gmail		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000610934	Lynda Bishop	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000611131	Melanie Monroe	None	None	None		TIR Missed: No	0.13
	Capitol Hosting	Myciah Mattox	Public Safety	Low	Closed	TTR Missed: No	0.13
INC000000611132	Laurie Hytry	Network	Incident	None		TIR Missed: No	0.00
	Capitol Hosting	Myciah Mattox	Public Safety	High	Closed	TTR Missed: No	
INC000000611249	Harley Watkins	Application	Password	Gmail		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000611252	Tanya Dawson	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611300	Janice Woods	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo		Public Safety	Low Closed	TTR Missed: No	0.19
INC000000611311	Michelle Owen	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611316	Erica Brown	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall		Public Safety	Low Closed	TTR Missed: No	0.68
INC000000611329	Tony Wilde	None	None	Gmail	TIR Missed: Yes	17.96
Application Services	Danielle Hood		Public Safety	Low Resolved	TTR Missed: Yes	19.93
INC000000611359	Kathy Whicker	Application	Error	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall		Public Safety	Low Closed	TTR Missed: No	0.39
INC000000611366	Jerrilynn Applegate	Application	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall		Public Safety	Low Closed	TTR Missed: No	0.39
INC000000611385	Amanada Yelli	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611398	David Pearson	Application	Password	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall		Public Safety	Low Closed	TTR Missed: No	0.10
INC000000611424	Beverly Edmundson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson		Public Safety	Low Closed	TTR Missed: No	1.12
INC000000611431	Joe Clasby	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611479	Bryce Kohler	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611480	Elizabeth Stanley	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611485	Debbie Darger	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611488	Kathy Wood	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611519	Amanada Yelli	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611545	Magie Bode	PC/Laptop	Hardware	None	TIR Missed: No	0.38
Metro C West Desktop Support	Tyson Wall		Public Safety	Low Closed	TTR Missed: No	5.67

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INC000000611562	Sam Anderson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.17
INC000000611630	Tracy Paletta	Application	Error	Gmail	TIR Missed: No	0.23
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.23
INC000000611638	Susan Olsen	None	None	Gmail	TIR Missed: No	0.59
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.08
INC000000611689	Lance Tyler	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000611728	Tracy Paletta	Application	Password	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.13
INC000000611780	David Rumfield	PC/Laptop	None	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed	TTR Missed: No	3.27
INC000000611823	James Ray	Application	Error	ZENworks for Desktops	TIR Missed: Yes	1.52
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Resolved	TTR Missed: No	3.44
INC000000611944	Maralin Hoff	PC/Laptop	None	None	TIR Missed: No	0.37
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Resolved	TTR Missed: No	1.76
INC000000612008	Joe Dougherty	Application	Error	Gmail	TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Public Safety	Low Resolved	TTR Missed: No	0.27
INC000000612062	Cassandra talbot	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000612089	Jim Lloyd	None	None	None	TIR Missed: No	0.13
	Network Operations	Brant Davis	Public Safety	Low Closed	TTR Missed: No	0.13
INC000000612160	Tony Wilde	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	0.06
	Application Services	Danielle Hood	Public Safety	Low Resolved	TTR Missed: No	1.46
INC000000612167	Chad Hatch	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000612294	Ted Woolley	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000612369	Jared Clanton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Resolved	TTR Missed: No	1.95
INC000000612372	Chris Fielding	Telecom	Coverage Path	None	TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low Resolved	TTR Missed: No	0.10
INC000000612373	Charlene Richards	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000612381	Cameron Fawson	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612390	Jim Colby	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612394	Robert Wilkinson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612396	Mindy Hess	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612461	Magie Bode	None	None	None		TIR Missed: No	0.17
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.30
INC000000612548	Jared Clanton	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	0.93
INC000000612596	Valerie Webster	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612648	Jona Whitesides	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.32
INC000000612701	Bo Smith	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612719	Carlynn Scott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.03
INC000000612737	Tiffany Van Dam	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612759	Nick Bowles	Application	None	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: Yes	6.02
INC000000612792	Irene Swenson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612799	Toynet Sharp	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612856	Kalee Taylor	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612857	Wendell Nope	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612912	Debra Holmquist	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.02

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INC000000612944	Tanya Dawson	Application	Password	Utah Master Directory	TIR Missed: No	0.52
Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.60
INC000000612965	Todd Royce	None	None	None	TIR Missed: No	0.00
Network Operations	Brian Chatwin	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000612968	Jerrienne Kolby	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.33
INC000000613024	Michelle Hunt	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613036	Judy Gallegos	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.02
INC000000613100	Kimberly Giles	PC/Laptop	Performance	None	TIR Missed: No	0.17
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.91
INC000000613146	Laura Russell	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613151	Scott Attridge	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613202	Robert Breck	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613283	Iris Rich	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613343	Summer Excell	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613426	Pam Jorgenson	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613433	Michelle Bennett	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613492	Cassandra talbot	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613534	Shelby Phillipps	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.43
INC000000613537	Deann Petit	Telecom	Voice Mail	Telephone	TIR Missed: No	0.34
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.90
INC000000613548	Teresa Paredes-Pozas	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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Public Safety

INC000000613578	Suzanne Clingman	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613611	Kaycie Deem	EIS Hardware	Printer	None		TIR Missed: No	0.40
	Strategic Communications	Kacie Neutz	Public Safety	Low	Resolved	TTR Missed: Yes	23.76
INC000000613711	Kristopher Cope	Application	Reporting	Gmail		TIR Missed: No	0.05
	Technical Lead/Project Manager	Paul Lundell	Public Safety	Low	Resolved	TTR Missed: Yes	7.66
INC000000613735	Jake Unguren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.82
INC000000613810	Jared Jensen	None	None	Gmail		TIR Missed: Yes	1.78
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: Yes	12.48
INC000000613866	Nichole J Rilk	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613877	Kaycie Deem	EIS Hardware	None	None		TIR Missed: Yes	1.36
	Strategic Communications	Dennis Rogers	Public Safety	Low	Resolved	TTR Missed: No	1.36
INC000000613992	Janell Laursen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000613993	Jared Jensen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614004	Judy Hammouri	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614017	Melody Sandy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614018	Bradley Buckmiller	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614030	Jared Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614041	Brenda Barney	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614071	Lillian Parr	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614076	Kalee Taylor	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614088	Katharine Reiter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000614113	Mindy Hess	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Public Safety	Medium	Resolved	TTR Missed: No	0.00
INC000000614143	Tisha Madsen	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614200	Jody Richins	Application	Password	Utah Master Directory		TIR Missed: Yes	9.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: Yes	9.00
INC000000614326	Charlene Richards	Application	Password	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	2.10
INC000000614334	Janell Laursen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	2.12
INC000000614371	Harley Watkins	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614398	Holly Hansen	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.62
INC000000614432	Holly Hansen	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No	3.35
INC000000614447	Charlene Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614451	Tracy Paletta	Application	Password	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.38
INC000000614453	Tricia Madsen	Application	Password	Utah Master Directory		TIR Missed: No	0.39
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No	3.27
INC000000614462	Jeri John	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614477	Jana Demille	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614490	Justin Cloward	Application	None	Gmail		TIR Missed: Yes	7.81
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Medium	Resolved	TTR Missed: Yes	7.82
INC000000614502	Robert Wilkinson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614516	Cindee Mikesell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614553	Michelle Hunt	Application	None	Gmail		TIR Missed: Yes	1.31
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: N/A	

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INC000000614557	Gina Mcneil	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.50
INC000000614565	Cindee Mikesell	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614700	Jennifer Campbell	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614727	Sueann Crowley	Server	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614745	Ryan Longman	PC/Laptop	Performance	None		TIR Missed: No	0.71
	Capitol Desktop Support	Joshua Furgason	Public Safety	Low	Resolved	TTR Missed: No	1.02
INC000000614800	Justin M Jensen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614871	Michelle Hunt	Application	None	Gmail		TIR Missed: No	0.09
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: No	4.49
INC000000614892	Charles Allen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614896	Shailyn Marx	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614908	Lynda Bishop	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614911	Daniel Krum	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614919	Janine Zumwalt	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000614925	Della Estrada	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615029	Nichole J Rilk	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615064	Dwayne Baird	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615079	Lynda Bishop	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615081	Amisha Lester	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.32

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INC000000615124	Tara Behunin	Application	None	PGP		TIR Missed: No	0.16
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.48
INC000000615162	Chad Hatch	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615200	Paige Kirby	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615267	Marlon Mendoza	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615271	Matt Miller	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	4.16
INC000000615369	Joseph Snyder	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615382	Devan Stewart	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615385	Carla Ivie	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.03
INC000000615484	Valerie Webster	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615521	Katherine Lawrence	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615544	Barbara Hillas	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615614	David A Rogers	Application	Reporting	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.10
INC000000615618	Rachel Conner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	2.70
INC000000615638	Nancy Sanchez	None	None	Gmail		TIR Missed: Yes	1.53
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.55
INC000000615642	Louise Shields	Telecom	None	None		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.95
INC000000615667	Randy Tallington	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615718	Tim Start	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000615737	Michelle Hunt	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615779	Josh Workman	Application	Password	Utah Master Directory		TIR Missed: No	0.22
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	2.60
INC000000615802	Ted Woolley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.54
INC000000615892	Nicole Shepherd	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000615954	Pam Jorgenson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616008	Terry Buck	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616033	John Crofts	Application	Error	None		TIR Missed: No	0.05
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.38
INC000000616051	Adam McDonald	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616062	David Rumfield	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.31
INC000000616121	Jacqueline Lairson	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.19
INC000000616139	Kathy S Wilcox	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.44
INC000000616256	Brenda Barney	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.26
INC000000616320	Brenda Barney	PC/Laptop	None	None		TIR Missed: No	0.10
	Rural South Desktop Support	Doug Chaston	Public Safety	Low	Resolved	TTR Missed: No	0.10
INC000000616404	Beverly Edmundson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.19
INC000000616425	Sheri West	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616428	Jacob Dunn	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616446	Erin Anderson	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000616505	Mary Kaye Lucas	Application	Error	Utah Master Directory	TIR Missed: No	0.03
Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.69
INC000000616555	Barbara Hillas	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616573	Mary Kaye Lucas	Application	Error	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.02
INC000000616595	Rhonda Treptow	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616603	Wendy Reese	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616640	Peggy Smith	Application	None	Gmail	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616758	Pam Jorgenson	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	1.10
INC000000616764	Tracy Paletta	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.87
INC000000616765	Bryce Ivie	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.88
INC000000616766	Sterling Clark	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.90
INC000000616847	Sheri Pectol	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Public Safety	Low	Resolved	TTR Missed: No	3.41
INC000000616872	Marge Dalton	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616903	Treesa Jerman	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616938	Patty Trujillo	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000616982	Teresa Paredes-Pozas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617022	Jeffery Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617249	Barbara Butterworth	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.39

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INC000000617308	Jona Whitesides	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.78
INC000000617361	Brian Speelman	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617391	Brian Spillman	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617396	Nathan Long	Application	None	Gmail		TIR Missed: No	0.06
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No	0.70
INC000000617398	Dave Joyner	Network	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617412	Rhonda Treptow	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617417	Donald Gould	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617430	Stephen Manful	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617432	Chris Newlin	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617433	Diane Norton	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.02
INC000000617436	Chad Mccoy	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617438	Grant Hintze	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617455	Jared Clanton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.17
INC000000617491	Suzanne Clingman	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000617686	Marilyn Watson	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.03
INC000000617967	Cade Branchley	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.02